Robert Jones, MCP, MCST, A+   
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**Education and Training:**   
Andrew Hill High School, Diploma   
Evergreen Valley College, General Education Courses   
Institute for Business and Technology, Computer Sciences /Network Administration,

**Certifications:**

- CEH v7 In progress – Expected Completion 7-10-1013  
- MCP (Microsoft Certified Professional) 70-210 (MCP ID: 2533603)   
- A + Certified Core Service Computer Technician. (E6BDTT5255)   
- A + Certified DOS/Microsoft, Windows Service Technician (E6BDTT5255)   
- IBM Certified Technician (RTCO1, RXW02, RXW01)   
- Toshiba Certified Technician (Toshiba Associate Technicians (TAT)   
- HP/Compaq Certified Warranty Technician.   
- HP LaserJet printers: Certified Technician, 4000/4050, 5000, 5Si/5Si Mopier, 8000, 8100, and paper handling devices.   
- Dell Premiere Access Certified Technician (PA) Certification (TECH ID: 81502)

* Application and routing protocol knowledge including 802.11, 802.3, NAT, DNS, DHCP, HTTP, FTP. TCP/IP.  
  **Knowledge:**   
  - Installation and management of networks using a variety of transport systems: Ethernet, hubs, routers, switches, bridges and wireless access points   
  - Install and configure active directory servers, as well as configure client systems   
  Software: DNS servers (Linux named, Windows Server) DHCP Server  
  - Strong knowledge of Windows OS, Linux, PC Hardware, and a programming language such as VB and Java   
  - Microsoft Office Suites and applications.

- MS SQL MySQL

- Web HTTP and Web Design Software.   
Hardware:   
- Installation, upgrade and maintenance:

NAS –Netapp, SAN , HP , EMC, can upgrade, install and configure NAS devices for use with CIFS , NFS shares or VM Appliances  
- Motherboards, drives, CPU's, printers, memory (SIMM/DIMM), and peripherals   
(Laptops/desktops)   
- Diagnosing and resolving resource and drive conflicts:   
- I/O port address; IRQ's and DMA channels.   
- Wide experience in installation and trouble shooting of hardware and software packages.   
- Performing desktop support for employees with software issues.

- Server Applications – NetBackup , Installation and configuration of - Altiris 6.5, Backupexec 11d, Whatsup Gold 11 , Symantec Antivirus Server and client, MS Exchange 2007

- Cisco Call Manager VOIP Experience.

- Shoretel VOIP phone system – install configure upgrade manage and maintain

- Mobile Device support: Windows Mobile, Palm, Blackberry Android, Iphone

- Linux Operating Systems (Install and configuration) 32/64 bit Fedora, CENTOs, Red Hat, Knoppix Live (for diagnostics and tools). Kickstart servers (nonproduction).

- Symantec Ghost ;Ghostcast Server administration, ghost imaging and image archiving.

-UNIX administration – NIS installations, maintenance and deployment, - Jumpstart server configurations, Server installs and configure, SPARC and x86 Intel based systems

- Install maintains and configures FIREWALLS – checkpoint, sonicwall – Junos – netscreen, etc

- VPN Tunnel configuration expert.

-Actively studying for CEH v7

**Experience:**

**Sigma Designs 9/26/2012- Present**

**Systems Administrator (Linux/Windows- International Network)**

Responsible for the design, development, implementation and management of enterprise SAN and Systems Administration of Linux Servers.

Administer and implement- CVS SVN GIT Google Gerrit. Revision Control –Migration of SVN repositories in satellite officesinto main HQ Engineering SVN repository location, Implement ACL. Can Build SVN, and GIT,SCM servers from bare metal./Bare VM

Administration of NIS ;Autofs, NIS Groups

Administer and impalement NETAPP and EMC Storage Appliances supporting Linux and Windows environments. CIFS/NFS ftp Ssh

Provide Linux technical support to hardware & software engineers and lead storage management related projects.

Provide expert level Linux Systems Administration (Red hat and Centos distributions)

Provide end user support for Ubuntu Linux desktops and engineering systems.

Maintain Administer design, implementation and management of SAN, NAS and NIS -NETAPP and EMC filers in a mixed CIFS &amp; NFS environment -

[LSF, RTM, LSM, RTDA,] Management Administrating distributed network computing environments like LSF, NetworkComputer, and SunGRID, RTDA- Load balanced build environmnet -

[SCRIPTING, DEBUGGING] Provide debugging support ~ Shell Scripting Perl python PHP.

Implement and deploy applications on UNIX based operating systems – Web Applications, Engineering tools – Cross Compiling for x86, i386 i686

[SCRIPTING] Responsible for automation based scripting using Perl python bash shell scripting - creating cron jobs and worker automated worker processes to complete auditing tasks, monitoring tasks and backup tasks

[MONITORING] Install, Implement and deploy NAGIOS monitoring and alert notification systems for Linux Windows and Network devices.

[VIRTUALIZATION] Migration of Physical servers to Virtual Machines, as well as retaining and updating IP and DNS information

[SCM,MYSQL, DB, REPO] Responsible for maintaining backup policies for MySql database servers, web application servers, svn and cvs repositories.

[SCM]Maintain and administer CVS, SVN and Git repositories. (Security, Authentication and Migration In-and-Out, Import and Export data and revisions).

[SCM] Upgrade, maintain and implement Java based GIT / Gerrit – as well as standard GIT servers and repositories.

[SCM]Install Implement and administer JGIT Server in a federated environment ( GIT ).for replication and mirroring of master

[SCM]Implemented Gerrit / GIT replication to satellite global locations.MASTER -> SLAVE Mirror

Upgrade maintains and implements Java based Atlassian Fisheye Crucible web application in a LAMP (Linux MySql Apache PHP) environment

Install Implement and maintain BUGZILLA bug tracking systems

Leadership on corporate IT projects of medium to high complexity -

Experience in managing source revision control software like CVS, SVN &amp; GIT -

Responsible for developing documentation and training material

Provide customer service skills (internal end users) working with Software and Hardware engineers abide by Sox rules and regulation as well as ISO standards for confidential and classified material and systems.

Provide 24x7 supports - China, Denmark, Europe, Israel, Hong Kong, Japan, Korea, and Taiwan.

**Experience:**

**VirtualPBX 6/26/2012- 9/9/2012**

**Systems Administrator (Linux/Windows- International Network)**

Contract position performing physical systems migrations to virtual machine on VMware ESX Hosts.

Implemented network wide Nagios monitoring /notification platform for systems and network administration, at HQ and Data Center locations.

Migration of CVS to COLO

[CVS, SCM] Optimization of CVS by migrating from physical legacy hardware and software to Higher performance virtual machine

Implemented offsite backup strategy by using Cloud Technology , Perl scripting, AWS S3 [AWS, S3, SCRIPTING, MONITORING] Storage and S3cmd utilities to successfully store archived DATA sets offsite. This process I implemented is fully automated. Although this contract is short lived, it does demonstrate my ability to provide virtualization support, knowledge of scripting and proactive monitoring. (Nagios)

Implemented a Load balanced Web application, using Linux Mysql, PHP, and Apache for the Web app server, and nginx for load balancing.

**Rackspace, San Antonio TX 3/9/2012- 6/19/2012**

**Systems Administrator (Linux/Windows- International Network)**

- Interact with customers via ticketing system and telephone  
- Take ownership of customer issues to include: routing, prioritization, troubleshooting to resolution.

-Remotely administer systems using RDP. SSH, and DRAC to systems where physical administration is unavailable.

- Web Application support including but not limited to, Apache, Tomcat and IIS

- Configure and maintain DNS entries and configuration of new DNS indexes

- System administration of Cloud servers, cloud sites, and virtual machines.

- Install, Configure, and troubleshoot virtual machines in a VMWARE ESX environment

- Install, Configure, and troubleshoot virtual machines in a Cloud OPEN STACK Environment.  
- Issues addressed at this level would include: Server Hardware, Networking, Web Services, Database, Active Directory, DNS, Cluster Configuration and E-Mail  
- Validate monitoring alerts, create support tickets as required and execute predefined troubleshooting instructions  
- Create Active Directory users, OU groups, and understand how to apply NTFS and share level permissions  
- Perform routine maintenance tasks (servers reboots, user maintenance and service restarts)  
- Route tickets to applicable departments  
- Perform documented server maintenances  
- Audit customer configurations

- Provide raining on Microsoft SQL and clustering technologies.

-Maintain 15 Min SLA.

**Accellion, Palo Alto CA 12/26/11- 3/9/2012**

**Systems Administrator (Linux/Windows- Corporate Network)**

**-**Install Implement and maintain VMWARE ESX infrastructure.

-Manage NIS environmnet

- Perl and Bash scripting to automate processes, including but not limited to backing up systems log rotation, and deployment updates.

-Create Virtual Hosts ; MS Windows , Linux Distros, as well as maintain , clone and migrate vm’s from various satellite offices , and co-locations.

-Building and creating virtual machine images and uploading configurations to Amazon cloud

**-**Maintain Active Directory User Accounts - e.g., new user setups, transfers, terms, 30 days password violation notifications, archives, etc.

-Helpdesk Support Linux users/engineers

-Administration of web application servers using Apache and MySql on a LAMP environment

-Administration of Fortigate firewall appliance- and policies.

-Responsible for implementing virtualization environment using VMWARE, Hyper-V, Centos XEN.

Responsible for migrating Physical legacy servers to virtual esx virtual machines

-Maintain Shoretel VoIP phone system- Users , Workgroup Accounts , Auto attendant,

-Responsible for creating a web/html based software portal where users could download standard applications and licensed applications to desktops or laptops via web browser.

Administration of corporate email services using Google Apps – Account creations and distribution list maintenance

-Administration Firewall. Also creating VPN tunnels for customers and clients, as well as corporate vpn profiles for employees and contractors.

-Administration of Shoretel VOIP system, maintenance, upgrades and IP phone configuration, at headquarters and remote locations

-Administration Configuration and Maintain Network Servers: Windows / Linux / UNIX

-Active Directory Domain Controllers / Windows DNS

-Microsoft Windows DHCP Server

-Manage Samba Print services

-Microsoft Windows Update Services Server

-Responsible for reviewing all updates for windows desktops and servers prior to releasing any patches or updates.

- Implementation and Microsoft Exchange Server 2007 for Corporate Clients synchronization of Accelion hosted applications –

- Quick Books – Install implement and upgrade shared repository

- Implementation and administration of external DNS server using BIND on Centos platform – Easy DNS and replicating Amazon cloud server changes as needed

- Implementation and administration of Nagios Network Monitoring Server on Ubuntu platform

[AWS, CLOUD] Manage and maintain Cloud based servers in Amazon Cloud.

Deploy servers via AWS

[AWS] Build and configure deployment scripts for AWS based servers to be used by the Accellion application

Build and configure Accellion servers prior to shipping to customer

Acting as linux SME for support technicians in customer facing roles.

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**SS8 Networks Inc, Milpitas CA 2-2008- 12-2011**

**Systems Administrator (Linux/Windows- Corporate Network)**

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**-**Maintain Active Directory User Accounts - e.g., new user setups, transfers, terms, 30 days password violation notifications, archives, etc.

-Helpdesk Support for users at headquarters and remote users in global locations, Malaysia, UAE, China.

-Administration of Checkpoint Firewall on Nokia Hardware appliance- and policies.

Administration of IBM Rational Clearcase environment, Licensing and SCM management

-Successfully mirrored Clearcase / Clearquest environment to west coast branch office

Clearcase server ACL Administration .Licensing Administration , User support, Account creation, Load balanced Server implementation

Implemented CVS server repositories and ACL rights and permissions.

Clearquest server administration [solaris, oracle db]-I have successfully recovered a clearquest server /db crash

Responsible for implementing virtualization environment using VMWARE, Hyper-V, Centos XEN.

-Maintain Shoretel VoIP phone system- Users , Workgroup Accounts , Auto attendant, Upgrade, Backup , etc

-Responsible for implementing corporate html based intranet.

- Responsible for creating deployment scripts using BASH and PERL scripting, along with daily cron jobs

-Responsible for maintaining Intranet, publishing content/ and pushing html content using.

-Responsible for creating a web/html based software portal where users could download standard applications and licensed applications to desktops or laptops via web browser.

-Administration of Cisco VPN 3000 Concentrator. Also creating VPN tunnels for customers and clients, as well as corporate vpn profiles for employees and contractors.

-Administration of Shoretel VOIP system, maintenance, upgrades and IP phone configuration, at headquarters and remote locations

-Administration Configuration and Maintain Network Servers: Windows / Linux / UNIX

-Active Directory Domain Controllers / Windows DNS

-Microsoft Windows DHCP Server

-Symantec Antivirus Server/ Console

-Microsoft Windows Print Server – Sharing 7 MFP’s 4 OCE copier/printer

-Microsoft Windows Update Services Server

-Responsible for reviewing all updates for windows desktops and servers prior to releasing any patches or updates.

-Microsoft Exchange Server 2003

- Implementation and Microsoft Exchange Server 2007

-MS Great Plains

- Implementation and administration of Microsoft SharePoint Server.

-Responsible for maintaining SharePoint html content, users and groups.

- Implementation and administration of external DNS server using BIND on Centos platform

- Implementation and administration of Nagios Network Monitoring Server on Ubuntu platform

-Implemented CRM Server using XOOPS on Ubuntu Server

- Administration of Blackberry BES Server

- Implementation and Administration of Netapp Appliances

- Implementation and Administration of HP MSA 1000 SAN

-Implementation and Administration Barracuda Spam Firewall

-Successfully implemented support.ss8.com web site using xoops and html / xoops padding

- Responsible for maintaining support.ss8.com website and its content, docs, apps, software patches

**Menlo College , Atherton CA 2/20/07 -1/26/08**

**Systems Administrator (Linux/Windows)**

* Provide Helpdesk support for college administration staff faculty and students.
* Responsible for managing backend servers (Linux / Windows).
* Employed as Systems Administrator
* Linux Administration: Fedora Core Sendmail server , responsible for creating Staff and faculty user accounts, password changes, permission, user rights, creation of sendmail mailboxes, balancing disk space, log watch, backup. Also Red Hat Sendmail Server
* Linux Administration: Centos Server primary role www server; Responsible for maintaining and creating directories, user rights and permissions, updates, httpd, unix ODBC linking with freeTDS to connect to Microsoft SQL Servers. Maintain Linux Apache web server accounts and file permissions as well as Httpd site security settings.
* Linux Administration: Install and configure Public DNS Server on Centos server using Bind Named services. Maintain and update public dns records when necessary
* Linux Administration: Centos web database server using MySql repositories, postgres databases to provide data exchange with www server using PHP. Responsible for creating DBs configuration of tables, user permissions when necessary
* Windows Server 2003 Administration : Responsible for creating student accounts on student domain using scripts to provide passwords, create AD accounts and Exchange 5.5 Accounts (600 users at a time) .
* Windows / Linux Administration: Responsible for the creation/configuration of new servers, deployment of new servers and systems including IP Address Assignment, RAID Configuration, and contract management.
* Responsible for maintaining Faculty and Staff html / php based intranet
* Responsible for managing the Menlo athletics html website, and pushing its content from the athletics staff publishing desk to the Linux based apache web servers.
* Windows Server 2003 Administration : Responsible for configuring and maintaining Active Directory Domain Infrastructure – DNS Servers, DHCP Servers, File servers Group Membership and permissions, MS Exchange Server 2007 accounts.
* Accomplishments while at Menlo College include: Implementation of Backupexec 11d , Implementation of Altiris 6.5 Client management Suite campus wide deployment, Deployment of Exchange Server 2007, Documentation Process and procedure for migrating Sendmail Email accounts into MS Exchange environment, Active Directory Domain reconstruction, Implementation of Public DNS server using Linux CENTOS server and BIND Named services.
* Cisco Call Manager administration.
* Octel Voicemail Administration
* Provide mobile device support. Microsoft Windows Mobile, Palm, Blackberry
* Responsible for server backups – Installation of backup remote agents on servers and clients, windows and Linux

**City of Palo Alto** (Robert Half Technology-Consultant) **2/2/07 -2/16/07**

**IT Helpdesk Consultant**

- Provide Helpdesk support in city government environment

- Provide support for e-mail migration, from GroupWise to Outlook Exchange

- Active Directory support, Adding users, changing passwords, creating machine accounts and mail accounts

- Provide support for City of Morgan Hill, Public Works, City Hall, PD, and Community centers, etc.

- Server Backups, VERITAS software, Backup Exec., checking logs for errors and reporting of disk usage.

**Ultimate Signs Manufacturing (San Jose, A) 10/1/05 -1/29/07**

**Production Manager / IT**

- Program Manager

- Support the company helpdesk dept.

- Computer Specialist

**-** Maintain computers and servers.

- Responsible for workflow within departments, scheduling jobs, coordinating with clients and reporting status

- Maintain network, wireless and wired LAN.

- Graphic production programming, converting raw client files into useable files for cnc dept., machinists and fabricators.

-Responsible for maintaining company html based intranet

**ITSS at Stanford University** (Online Technical) **5/31/05 -9/30/05**

**Helpdesk / Field Tech**

- Helpdesk support for Campus staff end-users with issues on PC running Windows XP

- Email Support for corporate style environment.

- Provide support for Linux users.

- Install and configure Kikstart server (LAB for use in lab environment)

- Printer Support, troubleshooting and repairing printers

- Repaired HP MFP/Laser jet in warranty and out of warranty repair

- Required to return all warranty parts to manufacturer in a timely fashion

- Responsible for Service Level Agreements

- Remedy ticketing / tracking system

- Active Directory Domain Support

- Add Users, and PC, Printers and other resources to the network domain

- Resolve virus Issues

- Setup of various mobile devices

**Independent Contractor**/Consultant Santa Clara County Area **3/03 -5/05**   
- Maintain a centralized helpdesk call center, created to respond to client issues, and request.

- Currently supporting 6+ small companies. Providing solutions for the companies that cannot afford to keep an onsite technical support engineer.   
- Maintain and Upgrade the computers at each of the sites   
- Install and configure software and maintain printer support   
- Maintain company file servers as well as configure and upgrade of network servers and active directory server systems.

- Maintain printer supporting troubleshooting and repairing HP LaserJet’s and Cannon Desk side Printers

- Maintain Company file servers as well as configures and upgrade of network servers and Active Directory Server Systems

Supported Client Companies:

Internet Mortgage Solutions

21 st Fleet Management

HSS Machine Co.

Bay Area Machine Co.

Wild Style Ink Co.

World Wide Game Entertainment

South Bay Circuits

Bay Area Machine Company

Callado Entertainment Company

**Cisco Systems,(CompuCom) San Jose, CA 8/99 -2/03**   
**Technical Support Specialist / Call Quality Assurance / Helpdesk**   
- Very fast paced large corporate environment, customer service and excellent personality was a major part of working here.

- Lead desktop / helpdesk support engineer for re-image group (supporting over 60,000 employees and systems) creating desktop images.   
- Handled cases if high priority and escalation via helpdesk and escalation.   
- Responsible for recovering completely crashed, or down systems.   
- Responsible for data transfer; the complete backup of data on hard drive prior to   
reformatting, repartitioning and reloading all software.   
- Restoring all data from backup to get the system back to users in working condition. Most similar to the original condition.   
- Creating machine accounts, and user accounts on NT servers and active directory.   
- Adding computers to domains.   
- Setting up network printers.

- Repaired HP MFP and Techtronic printers that where in warranty according to service level agreement

- Remedy Tracking System for helpdesk requests  
- Setting up POP 3 email accounts and IMAP   
- Resolving network problems on systems and in IDF closets.   
- Changing and resetting email accounts.   
- Handling cases of high priority (VIPs and high level exec.'s)   
- Migrated Windows 95 and NT users to Windows 2000.   
- Configured 802.3 wireless LAN access points and wireless client systems.   
- Resolved helpdesk virus issues.

- Linux installs and network configs.

**Integrated Silicon Solutions, Inc. Santa Clara, CA 10/98 -4/99**   
**Administrative Assistant / HR**   
Adecco Employment Services

- Routing Helpdesk requests  
- Responsible for light bookkeeping, conference scheduling and investor relations.   
- Successfully completed entry of data on the corporate intranet from logs and reports that were compiled in Word, Excel or Access. Light BAAN Sys.   
- Distribution of US Mail   
- Handled petty cash box when needed   
- Mailed out Investor Relations packets upon request.

**A/C Engineering, San Jose, CA 4/98 -10/98**  
**Management / Quality Assurance**   
- Responsible for planning and scheduling of full scale building and construction projects.   
- Design, map, and install small geographical LAN   
- Installed network cabling within walls internally and externally through plenum space.   
- Operation and maintenance of large machinery and heavy equipment. Completed necessary repairs on these machines.   
- Familiar with specifications, schematics, blueprints, building codes and quality workmanship.   
- Assistant to general engineering contractor, lead foreman as well as management of day to day operations. Lic. # A65602   
  
References Available Upon Request